



Mission Statement

The Key Volunteer Network supports the spouses of the unit Marines [and Sailors] by providing communication from the command, serving as a source for information and referral services and by helping foster a sense of community within the unit.

General Information

The Key Volunteer Network is an important resource, especially during times of deployment. If a Marine or Sailor adds you to the KVN roster, you will receive an initial phone call or email from a Key Volunteer and then will begin to receive any information passed by the Command. In addition, you may receive information regarding upcoming events, opportunities, programs, etc. The Key Volunteer Network is active throughout the year, regardless of deployment status.

The Key Volunteer Network:

- Is made up entirely of volunteers
- Passes official information to family members of Marines and Sailors
- Refers family members to appropriate resources if there are issues that need to be resolved

The Key Volunteer Network does not:

- Pass rumors
- Provide counseling
- Provide financial assistance, transportation, or other such services
- Perform as a social club

Official Information is:

- Information that is received from the Command and passed to the Key Volunteer Network for the purpose of distribution to family members (if your information is received from another source, i.e. company level or another family member, contact your Key Volunteer to verify the validity of the information)
- Passed to all individuals with accurate information on the roster or information provided by the Marine or Sailor on his or her consent form

Official Information is not:

- Information passed between spouses or other family members
- Information heard on the news or printed in a newspaper
- Information passed from a source other than the Command
- Passed to any individual that does not appear on an official roster or a consent form

Please keep in mind that information is not always received on a regular basis. Furthermore, information is between the Command and families. The Key Volunteer Network is not a conduit to relay personal messages between one Marine or Sailor and his or her family member.

All correspondence between Key Volunteers and family members is logged and eventually turned in to the Commanding Officer. This correspondence includes conversations, phone conversations, email and letters. Those outside of the Key Volunteer Network do not see communication logs. On the other hand, any Key Volunteer Coordinator or Advisor, or Commanding Officer within the particular Command may request all or specific communication logs at any time. In special cases, a particular log or portion of a log may be used in the Key Volunteer training course, but any specifics will not be included.

Each Marine or Sailor must fill out a consent form in order for a family member to be added to the KVN roster. At any point, this Contact designation may be removed or modified by the Marine or Sailor for any reason. In such an event, the previous Contact will be notified that he or she will no longer be contacted by the KVN. Any person who initiates communications with the KVN who is not on the KVN roster will be referred to the Command. A Contact must be a blood relative, fiancée, translator or legal guardian of the Marine or Sailor or his or her children. Friends, girlfriends and boyfriends may not be added to the KVN roster.

If a Marine or Sailor is already in theatre or is unable to fill out a consent form, he or she may email consent directly to the Key Volunteer Coordinator. In addition, the Marine or Sailor may give consent through the Command. Consent may not be received through the family member.

The KVN does not track down updated information. It is the responsibility of the Marine or Sailor or family member to inform the Command and KVN of any changes to the family member's contact information. If a spouse temporarily resides somewhere other than his or her permanent residence during a deployment, that temporary address should be forwarded to both the Command and KVN. Furthermore, your Key Volunteer cannot honor requests to contact anyone other than the individual on the official roster or Marine or Sailor's consent form.

I strongly encourage you to use email as your primary method of contact. Email notification is much faster. Otherwise, your Key Volunteer will need to call you when there is any information, and depending on how many individuals are on your Key Volunteer's roster, that may take a while. The information passed by email is the exact same information passed over the phone.

If at any time you no longer wish to be contacted by the Key Volunteer Network, request to be removed from the roster. The KVN will honor all requests to be removed from a roster.

If you do not know who your Key Volunteer is, you may visit CLR-15's Key Volunteer website at <http://www.i-mef.usmc.mil/msc/1mlg/KVN/deployed/cssg15deployed.html> and contact the Key Volunteer Coordinator or your Command's Duty Officer. Much of the information that is passed through the KVN will also be posted to this website.

Finally, the Key Volunteer Network is a source of information only. There is no need to be concerned if you receive a message from a Key Volunteer. The Key Volunteer Network does not perform casualty and injury notification.

Return & Reunion Information

The KVN will not perform return notification; the Command will be responsible for all notification of family members regarding the return of Marines and Sailors after a deployment. If you have any questions regarding a return & reunion, the KVN will direct you to the Family Readiness Officer or Duty Officer.

When the Marines and Sailors return, they have the opportunity to designate someone for the Command to notify. At that time, each service member must designate someone he or she wishes to be contacted or no one will be notified of the return. The Contact on the KVN roster will not be automatically notified.

Once the Command notifies a family member of the return of a service member, it will be the family member's responsibility to check the website and call the Family Readiness Officer or Duty Officer for arrival updates. After initial notification, the Command will not contact family members with any changes to arrival information. Flight status and a list of Duty Officer phone numbers are located at <http://www.i-mef.usmc.mil/msc/1mlg/SchedFlt.asp>. Family members are encouraged to have Command & KVN phone numbers with them at all times.

Closing

If you have any questions or concerns regarding the KVN, do not hesitate to contact your KV. If you do not have a Key Volunteer, you can also contact me at the email address or phone number below. I look forward to serving as your KVC and sincerely hope your experience with our network is a positive one. Welcome to CLR-15's Key Volunteer Network!

Christina Galvez
Key Volunteer Coordinator, CLR-15/ CSSG-15
cssg15kvc@cox.net
(760) 430-0202

Your Key Volunteer is: _____

Phone Number: _____

Email Address: _____